



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

6/24/14

Date Complaint Received:	5/22/2014
Complaint Received By:	DHS
Provider Name and Location:	Juanice LaGrone/Achieve Child Care Services, 220 E. Rusholme Street, Davenport, IA 52803

Complaint:

DHS received a complaint on the Category B Registered Child Development Home of Juanice LaGrone. It was reported that Juanice LaGrone continues to care for more children than her allowed capacity and that Juanice continues to overbill for children (ie. bill for kids who are not present or bill too much for children in care).

Rule Basis:

Code of Iowa, Chapter 237A; Child Care Assistance Provider Agreement 470-3871: At the end of each billing period, I will submit a Child Care Assistance Billing/Attendance form 470-4534, to the Department only for those approved hours of child care services that are provided. This form must be signed by the provider and the parent and I must keep a copy of the signed form for my records.

441 IAC 110.9(1) Not more than six preschool children present at any one time including infants. Of these six children, not more than four children who are 24 months of age or younger are present at any one time. Of the four children under 24 months of age, no more than three may be 18 months of age or younger. Not more than four additional school-age children. Not more than two children who are receiving care on a part-time basis at any one time. Not more than 12 children present when the emergency school closing exception is in effect. When more than 8 children are present for more than two hours, a DHS-approved assistant at least 14 years old is present.

441 IAC 110.4 No more children are in care than the rules for the specific category will allow.

Findings:

On May 28, 2014, DHS worker Kathy Huinker and DHS/Scott County Kids worker Becky Kalar made an unannounced visit to the home of Category B Registered Child Development Home Juanice LaGrone. The purpose of the visit and basis of the complaint was discussed with Juanice. Upon arrival to the home on 5/28/14, Juanice had 8 children in care.

Two children were picked up within minutes of our arrival. Juanice was down to 3 children in care within 15 minutes of our arrival to her home.

We discussed billing concerns noted for the last several months. Juanice reported that her mother died on 4/13/14 and this loss resulted in Kay and Junior both providing occasional substitute care for a while. Kay and Junior (Windell) are both approved substitutes within Juanice's child development home. Discussed with Juanice that DHS has documentation that she has billed for between 13-16 kids daily from April 14-April 25, 2014. Juanice indicated that her substitutes may have billed during that time since she was grieving her mother's death. Juanice admitted that she did not double check the billing and as the business owner had a responsibility to do so. DHS has further documentation for January-May 2014 that Juanice is consistently overbilling. Juanice admitted that she had not been maintaining sign in/out records or attendance records of any kind, despite her agreement to do so in March 2014 when another billing complaint was discussed. At that time, Juanice agreed to "maintain attendance/billing records for children for a period of five years from this point on" (see complaint dated 3/31/14). Juanice further admitted that she had not been having the parents sign off on billing sheets either, which is a requirement of Code of Iowa, Chapter 237A; Child Care Assistance Provider Agreement 470-3871: At the end of each billing period, I will submit a Child Care Assistance Billing/Attendance form 470-4534, to the Department only for those approved hours of child care services that are provided. This form must be signed by the provider and the parent and I must keep a copy of the signed form for my records.

Juanice was unable to present any information to support her claim that she was within capacity and did not over bill for children. Juanice further believes that some of the issue is a first shift/second shift overlap that may occur occasionally. There is no allowance for a transition period between shifts. It is the responsibility of the provider to maintain their allowed capacity at all times.

Juanice has a history of documented billing concerns going back to at least January of 2011. On 1/19/2011, DHS worker Chad Reckling observed 11 full time preschool children in Juanice's care. On 1/19/11, Juanice signed a safety plan with DHS worker Chad Reckling stating that she agrees to "follow all licensing standards concerning the number of children I am allowed to care for in my registered child development home at any one time as a category B home provider. I agree to random spot checks of my home to ensure that I am in compliance with these standards".

On 5/25/2012 DHS worker Chad Reckling completed a follow up visit to Juanice's home and also addressed billing concerns with Ms. LaGrone. Ms. LaGrone signed a safety plan on 5/26/12 stating that she agreed to "provide child care in accordance with the limits on her Certificate of Registration. I understand that if my child care program provides care to or bills the Department of Human Services for more children in child care than allowed by my category of registration, that DHS will revoke my child development registration". Ms. LaGrone further agreed to bill child care for the actual care provided and to accept responsibility for knowing at all times when children are receiving child care. The safety plan further addressed Ms. LaGrone's understanding that making false reports regarding the operation of her child development home is a basis for revocation. (See Safety Plan dated 5/26/12).

On 3/21/14, DHS received additional concerns regarding billing. There was not a preponderance of evidence to support that Ms. LaGrone had billed fraudulently for the family in question, however, Ms. LaGrone did agree to maintain attendance/billing records for children for a period of five years beginning immediately. (See complaint dated 3/21/14). Ms. LaGrone did not initiate daily attendance records as agreed upon.

Most recently, on 5/22/14, additional billing concerns were reported to DHS regarding Ms. LaGrone's registered child development home as outline above. Ms. LaGrone signed a safety plan on 5/28/14 indicating that she agreed to only bill for children in her care and agreed again to start an attendance sheet/sign in sheet for daily use by each child's parent effective 5/29/14.

Resolution:

The Department is unable to find a preponderance of evidence to support that Juanice had too many children in care on 5/28/14, as Juanice was within numbers at the time of our spot check. However, there is a preponderance of evidence to support a history of overbilling concerns, which supports a history of Juanice caring for more children than her certificate allows or, at minimum, fraudulently billing for more children than her certificate allows.

In summary, the Department of Human Services has been trying to work with Juanice LaGrone to correct her billing concerns since at least January 2011. The history indicates a pattern of concerns about Juanice LaGrone's ability to follow regulatory requirements designed to keep children safe, including providing care for the number of children allowed on her registration and billing for only children in her care. Ms. LaGrone has signed three separate safety plans on 1/19/11, 5/26/12, and 5/28/14 all related to number of children in care and/or billing concerns.

Due to Juanice LaGrone being found to be repeatedly out of compliance with Chapter 237A of the Code of Iowa, 4410 Iowa Administrative Code Chapter 110, and forms Child Care Assistance Provider Agreement 470-3871 and Child Care Assistance/Billing Attendance form 470-4534, the Department of Human Services made the decision to revoke her child care registration.

Based on this pattern and history, Ms. LaGrone's registration has been revoked for the following:

- The provider does not comply with child development home laws and rules related to the Certificate of Registration and the provider either cannot comply or refuses to comply with all applicable rules;
- You have continually or repeatedly failed to comply with Iowa Code 237A. You may not reapply for licensure until 12 months from the date of revocation.
- You do not qualify as an eligible CCA provider. Your CCA agreement is terminated as of the effective date of notice of decision.

If you have any questions regarding this matter feel free to contact me at 563-326-8215 or email address khuinke@dhs.state.ia.us.

Sincerely,

Kathy Huinker, SWII
Social Worker

Machelle Pezley
Social Work Supervisor